



PATIENTS' RIGHTS AND RESPONSIBILITIES WELCOME TO CENTRAL HEALTH

As a patient of Central Health, you have rights and responsibilities. Central Health also has rights and responsibilities. We want you to understand these rights and responsibilities so you can help us provide better health care for you. Please read the Consent to Treat Form, ask us questions you might have and sign at the bottom of the form.

Human Rights

You have a right to be treated with respect and dignity regardless of your age, race, color, religion, sex, national origin, marital status, gender, gender identity or expression, sexual orientation, political affiliation, disability, HIV status or ability to pay for services.

Payment for Services

You are responsible for giving us accurate information about your present financial status and any changes in your financial status. Central Health needs this information to determine if you qualify for Central Health coverage programs and completing financial screening processes to determine if you are eligible for other programs, including decisions about how much you pay, or in some cases how much private insurance, Medicaid or Medicare may pay. This information may also be used to find other benefits for which you are eligible.

You have a right to receive explanations of any bill you may receive for services not within the Medical Access Program (MAP). You must pay, or arrange to pay, all agreed fees for medical services or dental services that are part of your copayment amount or that are not covered by MAP. If you cannot pay right away, please let a Central Health team member know so they can provide care for you now and if available, work out a payment plan.

You are expected to provide complete and accurate information about your health insurance coverage and to pay any amounts owed in a timely manner.

Privacy

You have a right to have your health examination and treatment in private. Your medical records are also private. Only legally authorized people may see your records unless you request in writing for us to show them to someone else. A complete discussion of your privacy rights is included in the "Notice of Privacy Practices". The notice details the various rights granted to you under the Health Insurance Portability and Accountability Act (HIPAA).

Health Care

You have the right to receive care in a safe setting free from all forms of neglect, abuse, harassment, exploitation, and violence.

You are responsible for providing Central Health complete and current information about your health or illness so we can provide you with appropriate care. You have a right to, and are encouraged to, participate in decisions about your treatment.

You have a right to receive information and explanations in the language you normally speak and in words you understand. You have a right to receive information about your health or illness, treatment plan (including benefits and risks), and expected outcomes, if known.

You have a right to receive information about advance directives. Central Health will honor valid advance directives, such as a medical power of attorney or an out-of-hospital do-not-resuscitate order.

If you are an adult, you have a right to refuse treatment to the extent permitted by law and to be informed of the risks of refusing such care. You are responsible for the outcome if you choose to refuse treatment.

You have a right to health care and treatment that is reasonable for your condition and within our capability. If you need to reach a nurse after hours, call your health care provider's office. If you are in pain, you have a right to receive an appropriate assessment and management, as necessary.

Rules

You are responsible for using Central Health services in an appropriate manner. If you have questions about using these services, please ask us.

You have a responsibility to keep your scheduled appointment and to arrive on time. Missing scheduled appointments causes delays in treating you and other patients. If you do not keep scheduled appointments, you may be asked to meet with a Central Health staff member to discuss the reason for your missed appointments.

Central Health has a zero-tolerance policy for verbal abuse or threats of violence toward Central Health provider, staff, member, or employee. You have a responsibility to be courteous and respectful to Central Health providers, staff members, and employees, as well as other patients and visitors. You have a responsibility to keep a safe environment free of drugs, alcohol, weapons, and violence of any kind, including verbal intimidation and other disruptive or threatening behavior.

You are responsible for the supervision of children you bring with you to Central Health. You are responsible for their safety, the protection of other patients and our property.

Complaints

If you are not satisfied with our services, please tell us. Central Health wants suggestions so we can improve our services. If you wish to file a complaint, you may do so by calling Central Health's Navigation Center at (512) 978-8150 and speaking with a Member Experience team member. Central Health will not punish you for filing a complaint and will continue to see you as a patient.

Termination

Central Health can decide to stop treating you as a patient. If Central Health decides to stop treating you as a patient, you will be notified of the decision. If determined that you have created a threat to the safety of the staff or other patients, Central Health can decide to stop treating you without advance notice.